



*The Commonwealth of Massachusetts*  
**Department of Public Safety**  
**Architectural Access Board**

**One Ashburton Place, Room 1310**  
**Boston Massachusetts 02108-1618**

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[www.mass.gov/dps](http://www.mass.gov/dps)

Docket Number

\_\_\_\_\_  
(Office Use Only)

**CURB CUT COMPLAINT FORM**  
**Section 21, 521 CMR**

**PLEASE BE ADVISED THAT THIS FORM IS A MATTER OF PUBLIC RECORD AND WILL BE DISCLOSED UPON REQUEST.**

1. List the name of the street/intersection believed to be in violation of the Rules and Regulations. Please give EXACT street locations. (Use separate forms for each street/intersection)  
Address: \_\_\_\_\_  
City/Town: \_\_\_\_\_
2. In order for the Board to take action on the complaint, the following work must be completed or in the process of being performed. Please check where appropriate:  
  
\_\_\_\_ Curb cuts are currently under construction, repair, or reconstruction.  
\_\_\_\_ Curb cuts have been repaired, reconstructed or constructed on:  
    \_\_\_\_ between June 10, 1975 - August 31, 1996. Approximate date: \_\_\_\_\_  
    \_\_\_\_ after September 1, 1996.
3. Please check the following items which you believe are in violation and please identify the location of the violation by the closest street address or telephone pole number:  
  
\_\_\_\_ Curb cuts are not provided where an accessible route crosses a curb. (Section 21.2)  
\_\_\_\_\_  
  
\_\_\_\_ Curb cut is not provided at each corner of intersection, located within the crosswalk and/or the pedestrian path of travel. (Section 21.2.1)  
\_\_\_\_\_  
  
\_\_\_\_ Curb cut is not perpendicular to the curb at the street crossings and/or does not have a level landing at the top. (Section 21.2.1)  
\_\_\_\_\_

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- \_\_\_\_\_ At marked crossings, the bottom of the ramp run, exclusive of flared sides, is not contained within the marked crossing. (Section 21.2.1)
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- \_\_\_\_\_ Curb cuts are being constructed or reconstructed on one side of the street and curb cuts are not provided on the opposite side of the street. (Section 21.2.2)
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- \_\_\_\_\_ Curb cuts are not provided at driveways intersecting sidewalks when the driveway has side curbs. (Section 21.2.3)
- 
- \_\_\_\_\_ Raised island in crossing is not cut through level with the street and/or does not have curb cuts at both sides and a level area at least 48 inches long between the curb cuts in the part of the island intersected by the crossings. (Section 21.2.4)
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- \_\_\_\_\_ Curb cuts are obstructed by parked vehicles. (Section 21.2.5)
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- \_\_\_\_\_ Maximum slope exceeds 1:12 (8.3%). (Section 21.3)
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- \_\_\_\_\_ Cross-slope of curb cut center slope exceeds 1:50 (2%). (Section 21.3)
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- \_\_\_\_\_ Transition from curb cut to walk, gutter, or street is greater than a ½ inch high. (Section 21.4)
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- \_\_\_\_\_ Grading and drainage are not designed to minimize water pooling, ice accumulation, or water flowing at the bottom of the curb cut. (Section 21.5)
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- \_\_\_\_\_ Curb cut center slope is less than 36 inches, exclusive of flared sides. (Section 21.6)
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- \_\_\_\_\_ A landing at the top of the curb cut is not 48 inches in length. (Section 21.6.1)
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- \_\_\_\_\_ The slope of the landing exceeds 1:50 (2%) in any direction. (Section 21.6.1)
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- \_\_\_\_\_ The sides of the curb cut are less than 24 inches at the curb. (Section 21.7)
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- \_\_\_\_\_ Maximum flare slope exceeds 1:10 (10%). (Section 21.7)
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\_\_\_\_\_ Curb cuts with returned sides are provided and are not protected by handrails, street furniture, or landscaping. (Section 21.8)

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\_\_\_\_\_ Built-up curb cut is provided and projects into vehicular traffic lanes. (Section 21.9)

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\_\_\_\_\_ Pedestrian street crossing controls (if provided):

\_\_\_\_\_ Controls are not raised from or flush with their housings and/or are not a minimum of two (2) inches in the smallest dimension. (Section 21.10.1)

\_\_\_\_\_ Force required to activate controls exceeds 5 lbs.

\_\_\_\_\_ Controls are not located as close as practicable to the curb cut serving the controlled crossing and/or do not permit operation from a clear ground space. (Section 21.10.2)

\_\_\_\_\_ Pedestrian-actuated controls are not at a maximum of 42 inches above the sidewalk. (Section 21.10.3)

\_\_\_\_\_ A stable and firm area, complying with Forward Reach (Section 6.5) and Side Reach (Section 6.6), is not provided at the controls. (Section 21.10.4)

\_\_\_\_\_ Where parallel approach is provided, controls are not within ten (10) inches horizontally and/or are not centered on the clear ground space. (Section 21.10.4)

\_\_\_\_\_ Where a forward approach is provided, controls do not abut and/or are not centered on the clear ground space. (Section 21.10.4)

\_\_\_\_\_ Other (please specify): \_\_\_\_\_

4. What was the most recent date you observed the violation? \_\_\_\_\_

5. Name and address of person/organization filing this complaint (if organization is filing, please provide the Board with the name of a contact person)

**(required):** \_\_\_\_\_

E-mail: \_\_\_\_\_

Telephone: \_\_\_\_\_

6. Individual Signature **(required)**: \_\_\_\_\_

Date: \_\_\_\_\_